



## Senate Bill 5

### AN ACT CONCERNING ONLINE SAFETY

#### Testimony of the Department of Administrative Services

#### General Law Committee

March 4, 2026

Senator Maroney, Representative Lemar, Senator Cicarella, Representative Rutigliano, and distinguished members of the General Law Committee. I am Michelle Gilman, Commissioner of the Department of Administrative Services (DAS). Thank you for the opportunity to testify on **Senate Bill 5: An Act Concerning Online Safety**.

We support the General Assembly's goal of promoting responsible artificial intelligence (AI) adoption and strengthening technology governance across state government. AI presents significant opportunities to improve service delivery, increase efficiency, and better allocate limited public resources. At the same time, the department respectfully offers concerns regarding provisions in this bill that may unintentionally impede technology-enabled modernization for state agencies.

#### **Impacts on Operational Efficiency and Modernization**

##### **Restrictions on AI Use During Collective Bargaining Agreements**

**Section 22** prohibits the use of artificial intelligence technology during the term of a collective bargaining agreement of bargaining unit employees.

While we fully respect the collective bargaining process, this language is extremely broad and could discourage or delay responsible modernization efforts. The state's AI Framework ensures that all use of AI is carefully framed to:

- Automate repetitive manual tasks,
- Improve processing times for public benefits and licensing,
- Enhance call center responsiveness,
- Reduce error rates and fraud,

- Support employees in decision-making.

Under the current language, even efficiency-focused workflow automation could be interpreted as impairing an agreement if it effects task allocation or hours. This may result in agencies deferring innovation, increasing long-term operating costs, and slowing service improvements to residents. We have an obligation to continue to improve our operations and processes. The use of these technologies will allow our employees to accomplish more and meet growing demands, but only if we use these technologies to change how we work.

### **Possible Conflicts with Existing Programs**

**Sections 5 and 6** create an Artificial Intelligence Learning Laboratory Program, which would allow companies to test AI technologies under supervised “regulatory mitigation agreements” with state agencies.

We are uncertain how this may differ from the existing program (the current “testbed” statutes). In the existing program, projects require approval from the Office of Policy and Management (OPM) and DAS. This bill does not include the same level of oversight.

Thank you for your consideration, and we are happy to work with the committee and proponents regarding this legislation.